



National Finance Center Customer Notification

Date of Notification: February 9, 2011

Subject: Monthly Operating System Maintenance February 12, 2011, for *EmpowHR*

Database/Customer(s) Affected: *EmpowHR*

Dear Customer:

The monthly *EmpowHR* Operating System (OS) maintenance will begin at 1:00 p.m. CST this Saturday, February 12, 2011, for all servers located at George Washington Carver Center (GWCC). The servers will be unavailable from 1:00 p.m. CST on Saturday, February 12, 2011, until approximately 1:00 a.m. CST on Sunday, February 13, 2011. This unavailability will affect the Development, Test, Quality Assurance, User Acceptance Testing, and Training environments.

The OS maintenance for the Production servers Kansas City (KC) will start at 6:00 p.m. CST this Saturday, February 12, 2011, and the systems should be back online by Sunday, February 13, 2011, at 6:00 a.m. CST. Please plan any weekend activity around this maintenance schedule.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's *EmpowHR* Help Desk at 1-888-367-6955 or via email to nfcempowhr@usda.gov.

KJS/M5-11-074E

Tip of the Week

Agencies are reminded when submitting Federal Erroneous Retirement Coverage Correction Act (FERCCA) cases, to include a full pre-conversion breakdown for time periods during which NFC was not their agency's payroll provider.